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AUTHOR Lucas, John A.
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ABSTRACT

During fall 1977 registration at William Rainey Harper College, a questionnaire was distributed to all registrants in an attempt to determine the extent of enrollment loss during registration periods due to scheduling problems and to identify steps which might be taken to prevent such losses in the future. Questionnaires were returned by 1,240 (39%) of the 3,200 students who completed registration. It was found that 76% of the respondents were satisfied with their schedules, but that 12%, though satisfied, could not get all the courses they wanted or were taking some courses at inconvenient times. If the 29% who were not able to enroll in desired courses had been able to do so, Harper's fall full-time equivalent enrollment would have been raised by five or ten percent. An examination of the responses of those students who were unable to enroll in all desired courses revealed that 71% had received alternative suggestions from faculty members, administrators, or counselors, and that 65% of those receiving suggestions were able to use them. Overall results indicated that offering alternative suggestions to students unable to enroll in desired courses increases satisfaction and encourages students to enroll in additional courses. Specific findings are tabulated and the questionnaire is appended. (DC)

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EVALUATION OF STUDENT SCHEDULES FOR THOSE REGISTERING DURING GENERAL OPEN FALL REGISTRATION -- AUGUST 19-21, 1977

Vol. IX, No. 5
September 6, 1977

John A. Lucas
Director

Office of Planning and Research
William Rainey Harper College

JC 770 497

ABSTRACT

A STUDY WAS DESIGNED TO DETERMINE THE EXTENT OF ENROLLMENT LOSS DURING REGISTRATION DUE TO SCHEDULING PROBLEMS AND TO IDENTIFY STEPS WHICH MIGHT BE TAKEN IN THE FUTURE TO PREVENT SUCH A LOSS. A SURVEY INSTRUMENT WAS DESIGNED AND DISTRIBUTED TO ALL STUDENTS ATTEMPTING TO ENROLL DURING THE GENERAL OPEN FALL REGISTRATION HELD AUGUST 18, 19 and 20, 1977. THE COMPLETED SURVEYS WERE COLLECTED AS STUDENTS LEFT THE REGISTRATION PROCESS. COMPLETED SURVEYS WERE OBTAINED FROM 39 PERCENT OF THOSE WHO COMPLETED REGISTRATION DURING THIS PERIOD.

RESULTS OF THE SURVEY INDICATED THAT DURING THE GENERAL OPEN REGISTRATION PROCESS ABOUT 76 PERCENT OF THE STUDENTS ARE SATISFIED WITH THEIR SCHEDULE. HOWEVER, 29 PERCENT OF THE STUDENTS ARE UNABLE TO GET ALL THE COURSES THEY DESIRE WHICH HAS THE POTENTIAL EFFECT OF LOWERING THE FTE BY FIVE TO TEN PERCENT. THIS RESULT WAS VERY SIMILAR TO THE RESULTS OBTAINED IN THE 1977 SPRING SEMESTER REGISTRATION. IT IS KNOWN THAT SOME DIVISIONS HAVE A HIGHER INCIDENCE RATE OF STUDENTS UNABLE TO ENROLL IN DESIRED COURSES THAN OTHER DIVISONS. THIS RAISES QUESTIONS AS TO WHETHER ADDITIONAL SECTIONS OF SOME COURSES SHOULD HAVE BEEN OPENED DURING THE REGISTRATION PROCESS OR WHETHER SOME SECTIONS SHOULD HAVE BEEN FILLED BEYOND CAPACITY.

RESULTS OF THE SURVEY INDICATED THAT OFFERING ALTERNATIVE SUGGESTIONS TO STUDENTS UNABLE TO ENROLL IN DESIRED COURSES INCREASES SATISFACTION AND ENCOURAGES STUDENTS TO ENROLL IN ADDITIONAL COURSES. SUGGESTIONS ARE MORE LIKELY TO BE GIVEN STUDENTS IN CERTAIN SITUATIONS AND SOME DIVISONS ARE MORE LIKELY TO OFFER ALTERNATIVE SUGGESTIONS THAN OTHERS.

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Purpose

The Vice-President of Student Affairs requested the survey. The purpose of the study was to determine how much enrollment was lost in the registration process due to scheduling problems and to determine what steps might be taken to prevent this enrollment loss in the future. This same survey was conducted in the spring of 1977.

Method

The survey instrument, shown in the appendix, was developed by the Office of Planning and Research for the spring 1977 study and was used again in this study. The survey instrument was distributed at station 1 to all students beginning the registration process during the general open fall registration held August 18, 19 and 20, 1977. One clerical person from the Office of Planning and Research solicited and collected completed evaluation forms from the students as they completed the registration process. On Thursday evening and all day Friday a second clerical person circulated through the facility interviewing students who appeared to be leaving without completing an evaluation form.

Population Surveyed

The intent of the study was to survey every student who attempted to enroll during the general open fall registration held August 18, 19 and 20, 1977. In reality 3,200 students completed registration during that period and completed evaluation forms were received from 1,240 of these students for a 39 percent response rate. It is not known how many students attempted registration but did not complete it. In our survey we found only 10 such students which represented less than one percent of our sample. In examining the actual situation it is almost impossible to catch those who don't complete registration unless four or five staff members are always on duty to cover each exit. Thus with the resources available only 10 students were surveyed who didn't complete registration and that is one limitation of the study.

Discussion of Results

As a result of surveying and interviewing over a thousand students who attempted to register during the general open fall 1977 registration period, it was found that 64 percent were satisfied with their schedule without reservation. Altogether 16 percent of those surveyed said they were satisfied with their schedule but 12 percent also said they couldn't get all the courses they wanted or were taking some courses at inconvenient times. This is very similar to the results obtained in the spring but without data from other institutions or data at Harper over a

long period of time, it is difficult to know whether 76 percent satisfaction is good or bad.

However, looked at another way we know 29 percent of those surveyed were not able to get all the courses they wanted. If somehow they had been able to get all the courses they wanted, Harper's fall FTE would have been raised by five to ten percent. Again this finding is identical to the findings last spring. However, it should be realized a college will never be able to offer every course students want to take at the time they desire. It appears that the Division of Engineering/ Math/Physical Science and Life and Health Science had the lowest incidence rates of students unable to enroll in their courses.

One way to overcome registration frustrations of students unable to enroll in desired courses or to get courses at convenient times is for faculty, administrators or counselors involved in the process to offer alternative suggestions. Examining only those students who were unable to enroll in all of the courses they desired, we find 71 percent received alternative suggestions and 65 percent of those receiving suggestions were able to use them. This is slightly better than last spring.

It appears the suggestions did have some impact as 70 percent of those using suggestions were satisfied with their schedule while only 56 percent of the students receiving no suggestions were satisfied with their schedule. Moreover, 20 percent of those students receiving suggestions enrolled in classes at inconvenient times which compares with 17 percent of those receiving no suggestions. This probably means that the suggestion process encouraged some students to take additional courses which they probably wouldn't have taken if it weren't for these suggestions. The effect of offering suggestions was much more pronounced during last spring's schedule. Suggestions were more often given to students who couldn't enroll in courses because they were closed. At total of 77 percent of these students received suggestions. On the other hand about 66 percent of the other students unable to get all the courses they wanted received suggestions. This is different than last spring, when students, unable to enroll in all the courses they wanted because they were held at inconvenient times, were offered by far the greatest number of suggestions. Life and Health Sciences and the Fine Arts and Design Divisions were the most likely to offer alternative suggestions.

Some of the other sources of dissatisfaction connected with registration centered around problems with the registration process itself, courses offered at inconvenient locations, poor academic advising, big gaps in the students' schedule and the problem of referring to out-of-date schedules.

A number of general comments were also offered. Seven students wrote that they were very pleased with the registration process and the academic advising received. Negative aspects mentioned included out-of-district fees, high fees, difficulty in dropping and adding, registration process problems, big gaps in students' schedules, lack of concern for the individual and lack of helpfulness at various offices.

Major Conclusions

During the general open registration process about 76 percent of the students are satisfied with their schedules. However, 29 percent of the students are unable to get all the courses they desire which has the potential effect of lowering the FTE by five to ten percent. These results are very similar to those obtained during the 1977 spring general open registration. It is known that some divisions have a higher incidence rate of students unable to enroll in desired courses than other divisions. This raises questions as to whether additional sections of some courses should have been opened during the registration process or whether some sections should have been filled beyond capacity.

Results of the survey indicated that offering alternative suggestions to students unable to enroll in desired courses increases satisfaction and encourages students to enroll in additional courses. Suggestions are more likely to be given students in certain situations and some divisions are more likely to offer alternative suggestions than others.

DETAILED RESULTS

EVALUATION OF SCHEDULES AVAILABLE TO STUDENTS DURING OPEN REGISTRATION

August 18, 19, and 20 Fall Semester 1977

SATISFACTION STATUS OF ALL THOSE ATTEMPTING REGISTRATION

Description of Status (unduplicated)	Spring 1977 Total N	Spring 1977 Total Pct.	Fall 1977 Completed Registration N	Fall 1977 Completed Registration Pct.	Fall 1977 Did Not Complete Registration N	Fall 1977 Did Not Complete Registration Pct.	Fall 1977 Total N	Fall 1977 Total Pct.
Satisfied with schedule	710	62.3	801	64.6	0	-	801	64.1
Satisfied with schedule and am taking all courses desired but am doing so at some inconvenience	57	5.0	26	2.1	0	-	26	2.1
Satisfied with schedule but could not enroll in all the courses I wanted	142	12.5	129	10.4	0	-	129	10.3
Not satisfied with schedule - am taking all courses desired but at great inconvenience	44	3.9	39	3.2	0	-	39	3.1
Not satisfied with schedule - could not get all courses desired because they were offered at inconvenient times	38	3.3	47	3.8	1	10.0	48	3.8
Not satisfied with schedule - could not get all courses desired because they were closed	81	7.1	115	9.3	3	30.0	118	9.5
Not satisfied with schedule - could not get all courses desired because they weren't offered this semester	22	1.9	13	1.0	1	10.0	14	1.1
Not satisfied with schedule - could not get all courses desired for a number of reasons	46	4.0	70	5.6	5	50.0	75	6.0
Totals	1140	100.0	1240	100.0	10	100.0	1250	100.0

EVALUATION OF SCHEDULES AVAILABLE TO STUDENTS DURING OPEN REGISTRATION

August 18, 19 and 20 Fall Semester 1977

Duplicated Response Analysis

Satisfaction Status of All Those Attempting Registration	Spring 1977 Number	Spring 1977 Percent	Fall 1977 Number	Fall 1977 Percent
Satisfied with schedule	909	79.7	956	76.5
Enrolled in courses despite the fact they were at time inconvenient to me	176	15.4	157	12.6
Unable to enroll in courses becasue they were at inconvenient times	148	13,0	160	12.8
Unable to enroll in courses becasue all sections were closed	205	18.0	252	20.2
Unable to enroll in a course because it wasn't offered this semester	80	7.0	53	4.2
Was dissatisfied with my schedule in other ways	74	6.5	22	1.8
Number of respondents	1140		1250	
Registration Status				
Completed registration	1098	96.3	1240	99.2
Did not complete registration	42	3.7	10	.8
Sub-Total	1140	100.0	1250	100.0
Invalid surveys	7	.6	28	2.2
Total surveys collected	1147		1278	

EVALUATION OF SCHEDULES AVAILABLE TO STUDENTS DURING REGISTRATION

August 18, 19 and 20 Fall Semester 1977

Analysis of Those Who Were Unable to Enroll in Courses Desired by Whether or Not They Received Alternative Suggestions

Description of Status (unduplicated)	Received and followed alternative suggestions				Received but couldn't use alternative suggestions				Received no alternative suggestions			
	Spring 1977		Fall 1977		Spring 1977		Fall 1977		Spring 1977		Fall 1977	
	N	Pct.	N	Pct.	N	Pct	N	Pct.	N	Pct.	N	Pct.
Satisfied with schedule but could not enroll in all the courses I wanted	59	53.7	48	33.8	17	27.9	22	28.6	33	35.1	23	25.9
Not satisfied with schedule - couldn't get all courses desired because they were at inconvenient times	8	7.3	10	7.0	9	14.7	11	14.3	14.	14.9	17	19.1
Not satisfied with schedule - couldn't get all courses desired because they were closed	25	22.7	56	39.5	15	24.6	24	31.1	23	24.5	22	24.7
Not satisfied with schedule - couldn't get all courses desired because they were not offered this semester	3	2.7	4	2.8	7	11.5	2	2.6	6	6.4	5	5.6
Not satisfied with schedule - couldn't get all courses desired for a number of reasons	15	13.6	24	16.9	13	21.3	18	23.4	18	19.1	22	24.7
	110	100.0	142	100.0	61	100.0	77	100.0	94	100.0	89	100.0

Description of Status (duplicated)	Received and followed alternative suggestions				Received but couldn't use alternative suggestions				Received no alternative suggestions			
	Spring 1977		Fall 1977		Spring 1977		Fall 1977		Spring 1977		Fall 1977	
	N	Pct.	N	Pct.	N	Pct.	N	Pct.	N	Pct.	N	Pct.
Satisfied with schedule	59	53.7	182	70.0	17	27.9	51	47.2	33	35.1	88	56.1
Enrolled in courses desired despite the fact they were offered at inconvenient times	37	33.6	59	20.4	23	37.7	20	18.5	18	19.1	27	17.2
Couldn't enroll in courses desired because they were at inconvenient times	46	41.8	43	14.9	39	49.2	37	34.3	45	47.9	42	26.8
Couldn't enroll in courses desired because they were closed	76	69.1	107	37.0	39	63.9	53	49.1	59	62.8	49	31.2
Couldn't enroll in courses desired because they weren't offered this semester	24	21.8	16	5.5	12	19.7	10	9	24	25.5	13	8.3
Other sources of dissatisfaction	13	11.8	7	2.4	11	18.0	2	1	14	14.9	10	6.4
Registration Status												
Completed registration			289	100.0			108	96.4			157	96.3
Didn't complete registration			0	-			4	3.			6	3.7
Total			289	100.0			112	100.0	16		163	100.0

ANALYSIS OF CASES IN WHICH STUDENTS COULDN'T ENROLL IN DESIRED COURSES BY ACADEMIC DIVISION AND BY EFFECT OF OFFERING ALTERNATIVE SUGGESTIONS

Division	Number of cases where students couldn't enroll in desired courses: Number		Number of cases where students couldn't enroll in desired courses: Percent of 10th day divisional FTE		Number of cases where student didn't receive any alternative suggestions: Number		Number of cases where student didn't receive any alternative suggestions: Percent of total number of cases	
	Spring 1977	Fall 1977	Spring 1977	Fall 1977	Spring 1977	Fall 1977	Spring 1977	Fall 1977
Business	140	132	9.8	7.3	49	35	35.0	26.5
Engineering, Math & Phsycial Science	85	45	8.2	3.8	26	24	30.6	53.3
Fine Arts and Design	30	25	6.5	4.5	15	1	50.0	4.0
Life and Health Sciences	38	20	5.6	2.9	8	2	21.0	10.0
Liberal Arts	50	85	4.9	7.1	14	19	28.0	22.4
Social Sciences and Public Service	26	52	2.3	4.1	7	19	26.9	36.5
Lifelong Learning	0	6	0	1.1	-	1	-	16.7
Special Services	0	1	0	.2	-	1	-	100.0
Not specified	64	99	-	-	-	61	-	61.6
Total	433	465	5.7	6.0	-	163	-	35.1
Percent not specified	14.8	21.3	-	-	-	37.4	-	-

ANALYSIS OF EFFECTIVENESS OF OFFERING ALTERNATIVE SUGGESTIONS WHEN STUDENT COULDN'T GET DESIRED COURSES

When student couldn't get desired courses because they weren't offered this semester	Fall 1977 Sub-Total N	Fall 1977 Sub-Total Pct.	Fall 1977 Total N	Fall 1977 Total Pct.	Spring 1977 Total N	Spring 1977 Total Pct.
Student received and followed alternative suggestion	16	61.5	16	41.0	24	40.0
Student received but couldn't use alternative suggestion	10	38.5	10	25.6	12	20.0
Sub-Total	26	100.0				
Student received no alternative suggestions			13	33.3	24	40.0
Total			39	100.0	60	100.0
When student couldn't get desired courses becasue they were closed						
Student received and followed alternative suggestion	107	66.9	107	51.2	76	43.7
Student received but couldn't use alternative suggestion	53	33.1	53	25.3	39	22.4
Sub-Total	160	100.0				
Student received no alternative suggestions			49	23.4	59	33.9
Total			209	100.0	174	100.0
When student couldn't get desired courses because they were offered at inconvenient times						
Student received and followed alternative suggestion	43	53.8	43	35.3	37	47.4
Student received but couldn't use alternative suggestion	37	46.3	37	30.3	23	29.5
Sub-Total	80	100.0				
Student received no alternative suggestion			42	34.4	18	23.1
Total			122	100.0	78	100.0
All cases where student couldn't get desired courses						
Student received and followed alternative suggestion	142	64.8	142	46.1	110	41.5
Student received but couldn't use alternative suggestion	77	35.2	77	25.0	61	23.0
Sub Total	219	100.0				
Student received no alternative suggestions			89	28.9	94	35.5
Total			308	100.0	265	100.0

Courses Students Couldn't Enroll in Because They Weren't Offered
Fall Semester

ACC 101 - 1[n]

MGT 160 - 1*
MGT 168 - 1

MKT 140 - 2
MKT 217 - 1[n]

ELT 111 - 1
ELT 204 - 1*
ELT 206 - 1*
ELT 207 - 1*
ELT 210 - 1
ELT 215 - 1[n]

ECO 201 - 1*

BIO 122 - 1

CCA 219 - 1

CRJ 205 - 2
CRJ 207 - 1

DPR 135 - 1

ENG 101 - 1[n]
ENC 201 - 1[n]

ATE 209 - 1

FSM 115 - 1

FRN 101 - 1

GEO 202 - 1*

LTE courses - 1[n]

MAT 124 - 1
MTH 095 -1
MTH 095 - 1*

MET 207 - 1[n]
MET 209 - 1[n]
MET 215 - 1[n]

MUS 167 - 1
Music Harmony III - 1

SEC 236 - 1*

NMC 105 - 1

PKM 214 - 1

PED 228 - 1

PSY 111 - 1*

RES 122 - 1
RES 231 - 1*

*No suggestions offered
[n]No response to suggestion item

Courses Students Couldn't Enroll In Because the Sections Were Closed

ACC 101 - 9[N***]
ACC 102 - 3**
ACC 201 - 1
ACC 203 - 4**
ACC 211 - 5[n*n]
Accounting - 1
Business - 3*

MGT 111 - 14[nnn*]
MGT 270 - 1
MGT 150 - 2
MGT 154 - 1[n]
MGT 160 - 1
Management - 3[n]

BIO 103 - 1
BIO 110 - 3
Biology - 2[n]
Biology lab - 1

CHM 100 - 1
CHM 121 - 1[n]
CHM 131 - 1

CRJ 201 - 1
CRJ 211 - 1[n]

JNM 130 - 1

PHY 203 - 1

SEC 121 - 1
SEC 122 - 1

LTE 105 - 1[n]

DPR 101 - 10*
DPR 106 - 4*
DPR 108 - 1
DPR 110 - 1*
DPR 135 - 2*
DPR 203 - 6****[n]
Data Processing - 3*

Nursing - 2

ART 110 - 1
ART 111 - 1
ART - 2

CMN 100 - 1*
ENG 101 - 13**[n]**
ENG 102 - 4[n]
ENG 130 - 3*[n]
English - 3

Fashion Design - 2

HST 111 - 2*

Humanities - 2

MKT 108 - 1*
MKT 140 - 1
MKT 216 - 1[n]

MTH 106 - 5***
MTH 124 - 1[n]
MTH 201 - 2*
Math - 1

MUS 103 - 1

MET 105 - 2

Physical Science - 1

PSY 101 - 8[nnn*]
PSY 111 - 1[n]
Psychology - 5**

RES 108 - 1
RES 120 - 6[n]**
Real Estate - 1

SOC 101 - 2*
SOC 205 - 1
Sociology - 3*

SPE 101 - 3
Speech - 3

EGR 100 - 1*
EGR 120 - 2
EGR 150 - 1

PED 228 -1

ECO 201 - 1[n]
ECO 202 - 1*
Economics - 1*

FSM 112 - 1

PHI 101 - 1
PHI 231 - 1*
PHI 220 - 1*

ELT 101 - 1*
ELT 110 - 1*
Electronics - 1

MET 102 - 1*

RAC 105 - 1

Continuing Education

Photography - 2*
Airline Reservations - 2[n]
Gourmet Cooking - 1
Ballroom dancing - 1

*No suggestions
[n]No response to suggestion item

Courses Students Couldn't Enroll in Because They Were Offered at Inconvenient Time

ACC 101 - 1*
ACC k02 - 2**
ACC 203 - 1*
Accounting - 1

ATE 201 - 1
ATE 203 - 1
ATE 205 - 1
ATE 207 - 1

BIO 101 - 1*
BIO 160 - 1
Biology - 2[n]*

CHM 100 - 1*
CHM 121 - 1[n]
CHM 202 - 1*
Chemistry - 3***

CRJ 102 - 1*

DPR 101 - 3
DPR 106 - 2*
Data Processing - 1[n]

ECO 200 - 1
ECO - 201 - 2

ELT 101 - 2
ELT 105 - 1

EGR 100 - 1[n]

ENG 099 - 1*
ENG 101 - 7[n]*[n]
ENG 102 - 3*
ENG 103 - 2[n]
ENG 130 - 2*[n]
ENG 220 - 2
English - 3*[n]

Fashion Design - 1[n]

Geography - 3[n]**

GER 101 - 1*
GER 102 - 1
GER 210 - 1

HST 141 - 1*
History - 2**

Interior Design - 2*[n]

LTE 101 - 1
LTE 206 - 1[n]

Journalism - 1*

Literature - 1[n]

ART 110 - 1
Art - 2[n]

MGT 111 - 3
MGT 150 - 1
MGT 160 - 1*
Management - 2

Marketing - 1[n]

MTH 095 - 1
MTH 124 - 1
MTH 201 - 2**
Math - 5***

MET 102 - 3*

MUS 130 - 1
Music - 2[n]

Numerical Control - 1*

PHI 180 - 1*

PHY 101 - 2**
PHY 121 - 1*

PSY 101 - 2*
PSY 111 - 1
PSY 145 - 1
PSY 216 - 1*
PSY 217 - 1*

Real Estate - 3[n]

RAC 101 - 1

SEC 122 - 1

SOC 101 - 1[n]
SOC 120 - 1
Sociology - 2**

SPA 102 - 2[n]
SPA 201 - 1*

SPE 101 - 1
Speech - 3[n]

*No suggestions
[n]No response to suggestion items

Other Ways Dissatisfied With Schedule

Registration process disorganized - 9

Lost my application, pushed me around for three weeks and then didn't have my third choice classes.

Phone registration did not meet need.

The whole registration process leaves a lot to be desired - no one knows where to tell you to go.

Too much red tape. Should be made easy.

Alphabetical entrance was screwed up.

Twice on computer.

I was put in three classes that were closed.

Even though I am a prior registered student, I couldn't complete phone registration because my name wasn't on the computer.

No one would help, they all said go to someone else.

Printout and course schedule did not coincide - 3

Newspaper days and times didn't coincide.

Printouts did not match info at counters.

Actual times courses were offered varied from time in catalog.

Counselors not present or not helpful - 3

No coordinator present to advise.

Counselors didn't have the time or concern to get me the classes I really needed.

Counselor put me in classes with no thought to whether or not they were right for me.

Couldn't get desired courses at prefered locations - 7

Location of the class (St. Viator)

Mostly all off-campus courses

Off-campus location of one class

No P1+1 at Willow Park

Statistics was only offered once in evenings at St. Viator H. S.

I wanted a neighborhood school

Three courses - three different locations

General Comments

I enrolled in a first semester Spanish course yesterday. After considering the cost ($160) I decided to drop it today. It would be nice if there were some type of cooperative program between the Junior Colleges, so that if a course is not available at one, you could take it at another with only minimal cost increase. ECC does not offer a first semester Spanish class this fall.

This is my first course here. Fee seemed high for one course.

When people call about fees, they should be told about application, activity and parking fees.

Full-time students should be allowed to register before part-time as there is a greater possibility for a conflict in hours.

I made an error in registering for the wrong time. In changing (dropping the cla s) Real Estate person was not helpful and acted disgusted at my change.

When signing up for classes my student scheduling form going from station to station, the teachers kept on crossing out my classes with a green felc tip pen! This confused me. I got mad and left.

I was interested in Portuguese language.

Everything went very well.

I tried to enroll thru telephone and course was filled. I tried again on last day of registration and someone had dropped the course so I got in.

No problem

I am also taking a course at Roosevelt U. and registered there yesterday. It was a traumatic experience. My congratulations to who ever organized registration at Harper.

Really nice people.

Fast procedure - congratulations.

The counselor I was assigned to placed me in the courses most convenient for him, not me. Then after looking over my schedule I returned August 18 and the people in the admissions office were extremely discourteous. The process of dropping one class took over three hours.

Suggestion: one straight line from start to finish.

They were very helpful - Business,Accounting and Real Estate.

The people that gave the information upstairs were very unagreeable. This is the second time I've come here. In July the counselor was very discouraging and did not take the time to fulfill my needs. He was in just too much a hurry and suggested terrible classes so I have to come back. After getting information to go to window #4 upstairs, I waited there an hour before the same lady came over to help me then she told me I had to go downstairs. By the time all this happened the computers were shut down until 6 PM. So here I sit waiting for another hour and 45 minutes, waiting to get the classes the stupid counselor told me to take off my schedule and the new ones that fit my needs. My first few hours in Harper College have been very discouraging. I hope all the people that work here aren't like the ones I've run into so far!!

People here seem to have no concern for the individual.

Courses overlapped creating a situation where the only course available was eight hours later in day - since that is the case - I have to return twice in one day - I travel approximately 50 minutes one way.

Need more counselors in registration.

Course times should be scheduled so that do not overlap. For two courses I have to come four different days because of this unusual method you have for selecting times.

Frequently evening classes are only offered off campus. I wish to attend classes on campus.

I thought everyone was very helpful.

The deal with the parking stickers is ridiculous. The station was set up but the crew was out to lunch. Last semester I couldn't get one because I couldn't remember license number - so I came to school without - why charge.

The counselors really helped me very much. Thanks.

Very unhelpful - especially some of the personnel in the business office and counseling.

I was at the first terminal for 40 minutes - the operator was new, and everyone must begin somet[illegible]e but not at registration.

APPENDIX

SURVEY OF REGISTRANTS AT HARPER

August 18, 19 and 20, 1977

In order to evaluate the effectiveness of the course schedule we offer at Harper we would like to ask every student who attempted the registration process in these three days a few questions.

1. Did you complete the registration process? Check (✓) one.

   _____ A. Yes

   _____ B. No

2. Are you satisfied? Check (✓) all that are appropriate.

   _____ A. I am satisfied with my schedule.

   _____ B. I was unable to enroll in one or more courses I wanted becasue they weren't offered this semester. Which one(s)? _____
   _____

   _____ C. I was unable to enroll in one or more courses I wanted because they were closed? Which one(s)? _____
   _____

   _____ D. I was unable to enroll in one or more courses I wanted because they were offered at a time very inconvenient to me. Which one(s)? _____

   _____ E. I enrolled in one or more courses despite the fact that the times they were offered were very inconvenient to me.

   _____ F. Other ways in which I was dissatisfied with my schedule (specify) _____
   _____

3. If you were unable to enroll in a course you wanted, did anyone in the registration process suggest an alternative? Check (✓) one.

   _____ A. Yes and I enrolled in this suggested alternative.

   _____ B. Yes, a suggestion was made but it didn't meet my needs.

   _____ C. No suggestion was made.

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